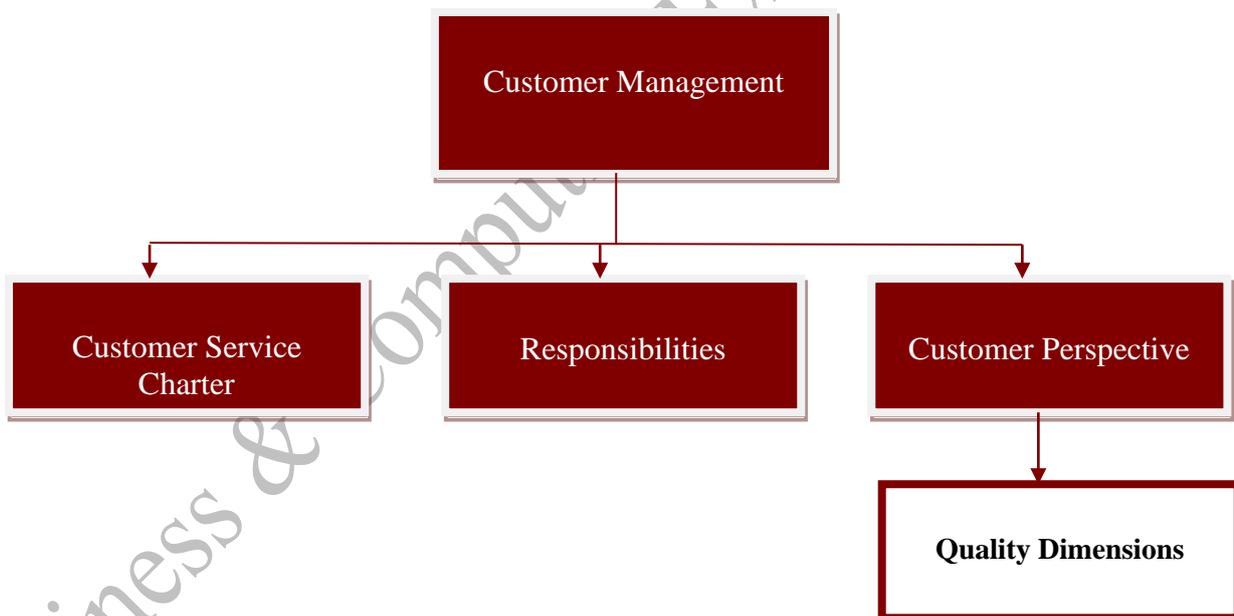




Customer Service Policy

Policy No.:	P007
Date of issue:	November 2011, <i>revised September 2020</i>
Status:	Approved
Responsibility for policy:	Administration
Responsibility for implementation:	Office Manager

Customer Service Framework



If you are going to succeed with BCE you need to be sure about what you expect from us as well as what we expect from you.

This Charter sets out the standards of service we aspire to in relation to all our customers. There will, of course, be exceptional circumstances, but normally you should judge us by our customer service charter commitments:

BCE Customer Service Charter

In terms of timeliness of service delivery, BCE is compelled to specify how long it takes to deal with complaints and the maximum response times.

Service	Our target
Response time for examination results (issuing of result slips and certificates)	Within 8 weeks (2 months).
Email enquiry response times	An acknowledgement provided the same working day. We will look to resolve the enquiry within five working days.
Cancellation/postponement of services	By telephone/email as soon as circumstance dictates.
Response time for written correspondence	Same day unless it relates to construction of report or BCE waiting for an answer from third party. In cases where BCE waits for a response outside our jurisdiction, we update/notify the correspondent.
Response time for telephone inquiries	In most cases, answers are given immediately. In cases where responsible person is away or waiting for third party reply, we treat this with urgency and will look to resolve the enquiry within 5 working days. If more time is needed for a particularly complex enquiry, we will update the enquirer with a clear timeline for resolution.
Response time for phone inquiries on faults/errors	Where possible, we seek to rectify problems/errors immediately. In most complex cases, or where responsible person is away or waiting for third party reply, we treat this with urgency and try to respond within 5 working days. Either way, the enquirer is updated at regular intervals within this period.
Response time for response to unplanned interruptions / disruptions (i.e. Web server/email services)	As soon as interruption or disruption is rectified, we immediately publish the cause of inconvenience on our website and apologise. The same principles then apply as above.
Response time for response to complaints	Where possible we seek to respond to complaints immediately by rectifying the problem. For more complex complaints requiring further review we will look to provide resolution within 5 working days. Sometimes BCE Administration might arrange for an urgent ad-hoc meeting to discuss the complaint, necessary investigations may be required.

	<p>Appropriate measures would be taken to convey an apology. Complaints are recorded in a complaints management tracking sheet and actions are completed/entered. If the resolution provided within this timeframe is not accepted by the person making the complaint, we will escalate the complaint to our Senior Management and provide a further response within an additional 5 working days. For more information please refer to the BCE Complaints Policy.</p>
Response time to confirm exam fees received	<p>As soon as funds transferred by Centre, candidate or third party; reflects into our Account, we confirm receipt by raising/updating appropriate documents.</p>
Response time to acknowledge reasonable adjustment	<p>As soon as we receive Reasonable Adjustment Forms and Reports, we immediately confirm receipt to the Centre by email. A judgment is provided within 5-10 working days.</p>
Response time to approve/acknowledge Special Consideration Form	<p>As soon as we receive Special Consideration Forms and Reports, we immediately confirm receipt to the Centre by email. A judgment is provided within 5-10 working days.</p>
Response times to prepare centre invoices	<p>Once we receive the BCE Candidate Exam No. Request spreadsheet by email, we wait for Candidates filled exam forms to arrive (these normally come by courier services and take about 3 - 7 days). We check for errors and consistency. As soon as we finish reconciling the amount sent and candidate numbers, we communicate to Centres via email, this process will be undertaken within reasonable time (depending on the number of Centres). Once the centre confirms our reconciliations (if applicable), we then raise the invoice (acknowledging receipt of funds and shortfalls/overpayments) if any. This process is done within 5-10 working days.</p>
Response times for centre approvals	<p>We email BCE Centre information package together with Centre Approval Application Form. As soon as we receive the completed Centre Approval Application Form together with the registration fee, we send an acknowledgement letter authorising a centre to recruit learners (as soon as the funds are cleared) together with BCE Terms and Conditions. We encourage centres to start operating following instructions in the Accreditation Handbook. By the time centres attend BCE training, (2 to 6 months after receiving authorisation to recruit learners) they have questions relating to experiences they encountered and can implement requirements more effectively. [Our reviews show that training a centre before they start operating is not effective, as they</p>

	can not relate “to anything on the ground.”]
Response time for shortlisted interviewee applicants	BCE informs the last short listed interviewed personnel soon after we receive references. Applications are acknowledged within one working day, invitations for interview are sent within 10 working days of the end of the application process.
Response time for investigations of maladministration or malpractice allegations	We investigate all types of misconduct as soon as we receive the allegations. Depending on how serious the complaint or allegation is, the CEO immediately summons a brief meeting to appoint an appropriate Quality Assurance personnel to conduct the investigations.
Response time to incidents	We respond to incidents immediately as per our contingency action plan. We log all incidents in Contingency Management log. These incidences are reviewed periodically.
Timelines for dispatching written assessment	Written assessments are dispatched 5-10 working days before the exam date. As all examinations are sent by courier, centres should receive them 3 or 5 days later. Assessments are sent 5-10 working days before exam date to minimise malpractice regarding leakage of examination papers.

Overview

BCE is committed to providing excellent customer service. Our staff are committed to providing both internal and external customers with a responsive and efficient service delivered in a timely and courteous manner. Please refer to our Complaints Policy for further information on how we manage complaints.

Points of Accountability

- It is the responsibility of our customer services team to manage all enquiries received through info@bcexam.com.
- It is the responsibility of our Quality Assurance Manager to monitor standards of service, provide ongoing support and guidance and work across functions to develop and improve customer service processes and ensure relevant staff have the necessary training.

Response times

- We will acknowledge all enquiries made by e-mail or by phone within one working day.
- We will endeavour to fully respond to all enquiries within five working days.
- In exceptional cases, where complex enquiries require detailed investigation, we might require more time to resolve an enquiry. In these cases we will provide a clear timeframe for resolution and keep customers informed of progress.

Transparency

- We look to publish as much information as possible on our website. Our frequently asked questions (FAQs) are constantly updated and we recommend reviewing these first before contacting us.

- We look to widely publicise our Customer Services Charter and Complaints Policy to ensure customers know what services they should expect and what to do if things go wrong.

We look to provide accurate, timely and meaningful information and guidance about BCE opportunities, services, costs and relevant policies enabling Centres and learners to make fully informed choices.

Tracking and reviewing our own performance

- We log and review all enquiries made to BCE. This approach helps us better understand the needs of customers, stakeholder request for improvements to our website and related marketing material and allows us to effectively manage the performance of our customer service function.

Understanding your needs

- In addition to reviewing the types of enquiries made we conduct a number of activities to better understand the needs of customers. These include:
 - Systematically exploring the needs of customers through surveys, focus groups and learner panels.
 - Involve our customers in evaluating and developing the quality of our qualifications.
 - Make use of ‘mystery customers’ in monitoring the standards of our service.
 - Systematically review and update our qualifications and services to ensure that they reflect current customer needs and requirements.
 - Systematically review and update our Customer Service Charter and complaints procedures.